



OPEN RECORDS REQUEST

Procedure Manual

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Date Created:
11/16/2016 1:06:00 PM

Last Updated:
06/19/2018

File Location:
/tmp/d20190115-2726-
16tdp3d/ORR_Procedure_
Manual201.docx

Contents

Process Order.....	1
ORR – Form.....	1

Process Order

1. Manager to create Cherwell ticket to System Admin responsible for ORR \
2. Assigned System Admin will reclaim activity in GovQA
3. Start Email search on server side (E-discovery feature) and download resulting PST with logs to local computer and copy results
4. Search User(s) H drive(s).
5. SCCM will be used to gather computer name information for involved employees.
6. Run query to search on user's computer(s) provided by user and verified against SCCM and query search result log. (If .PST is found on root of C drive verification is needed from end user regarding ownership of it.)
7. Search on PST files either by merging or uploading to Exchange Server and running EDiscovery
10. Export results to PDF files of no more than 25 MB.
12. Upload PDFs, System Administrators ORR Search Form, Exchange 2013 search log and PST search query into GovQA.
13. Email Legal's POC of task completion including total CPU and Personnel time invested on search.

ORR - Form

Username:	
Computer name(s):	
User Response :	<input type="checkbox"/> Yes <input type="checkbox"/> No

Email Archives (PSTs):	
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